

To: Members of Resident Council

Cc: Lori Morton, District Director of Operations
Brookdale Senior Living, Inc.
111 Westwood PI Ste 400
Brentwood, TN 37027-5057
www.brookdaleliving.com

Cc: Local Management

From: Charlie Dean, Resident
10401 Vineyard Blvd, Apt 254
Oklahoma City, OK 73120

Date: October 3, 2016

10-03-2016

BROOKDALE
SENIOR LIVING SOLUTIONS

Walkers and Scooters in the Dining Room

As conscientious providers for independent seniors, we have a responsibility to monitor the use of motorized carts and walker placement in our dining room to provide a safe environment.

To reasonably accommodate everyone's needs and safety in the dining room, we respectfully ask that you adhere to our newly reinforced policy of **parking walkers and motorized scooters in the activity room starting Tuesday, October 4 at all meals.**

If you use a motorized scooter, please park only at front row tables in spaces without a chair. If you choose a different table at the back of the dining room, please park your scooter in the activity room and transfer to a walker or wheelchair before entering the dining room.

If you use a walker and need to use it to get to a seat, you may use your walker to get to the salad bar and seat. Your server will relocate your walker once you are seated and park the walker in the activity room. It will be promptly returned upon request at the end of your meal by a server or the MOD (Manager on Duty).

If you did not receive a name tag for your walker, please stop by the front desk. All walkers should be easily identified to expedite their identification for our servers and MODs to retrieve them.

These changes will allow our servers the opportunity to move freely through the dining room to provide service and ensure the safety of all residents. Thank you in advance for your compliance with this important request in the interest of safety for all residents and associates.

Paula Brooks
Executive Director

Re: Document distributed October 3, 2016, "Walkers and Scooters in the Dining Room."

Ladies and Gentlemen:

The above-mentioned document purports to solve some walker and scooter parking problems. These are problems that senior citizens have and there is very little that can be done about it, other than to accommodate each situation when it occurs.

The suggestion of making parking attendants out of "servers" and "managers on duty" (MOD) is ridiculous. The servers and MODs cannot even take care of breakfast. This morning (Oct. 3, 2016), Residents were sitting around wondering where the servers were. When Residents queried employees who wondered by, the employees did not have a clue what was going on in the kitchen. Some Residents began opening shelves and searching for items that should have been available on the coffee bar. Milk, juices, cereal stayed missing for a ridiculous amount of time. This was not a new experience; it was almost a comedy to watch.

Putting more responsibility on servers is silly. By copy to Lori Morton, I hope she will visit with some of the people that I eat with who use walkers and canes. They find the above-mentioned document laughable. I can think of only one logistical change that has a snowball's chance of success with a parking problem. I have heard that sometime in the future we will have "meals all day" or words to that effect. This might result in fewer Residents being in the dining area at the same time.



It is disingenuous to simply shove responsibility down the chain of command, while doing nothing else. I see no evidence that anything else has been done. This facility needs standard operating procedures—in writing. When problems continue, the SOP should be revised—in writing. The SOP should be available for all to see, especially Resident Council.

Coercing Residents—with bullying and intimidation tactics—to have closet conversations, and using censorship tactics to effectively censor communication between Residents and the Resident Council simply perpetuates problems. The Residents need a strong Resident Council that actually represents the Residents. The Resident Council could change this with a two-thirds vote, however the local Management has kept its thumb on Council so that Council is little more than an agent of Management.

